



MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *FL*
Bureau of Communication and Computer Services

DATE: September 30, 2002

SUBJECT: **Scheduling Change - Voice Order Training**

The Central Management Services (CMS) Division of Telecommunications will be conducting Voice Order Training in Chicago and Springfield on the following dates and times:

VOICE ORDER TRAINING

Basic Training

Wednesday, October 2, 2002

9 a.m. – 12 p.m.

Capital City Center

130 West Mason Street

Springfield, Illinois

Advanced Training

Wednesday, October 16, 2002

9 a.m. – 12 p.m.

Capital City Center

130 West Mason Street

Springfield, Illinois

Basic Training (Rescheduled from 10/09/02)

Wednesday, October 23 2002

1 p.m. – 4 p.m.

James R. Thompson Center

2nd Floor Training Center

Chicago, Illinois

Advanced Training (Rescheduled from 10/10/02)

Thursday, October 24, 2002

9 a.m. – 12 p.m.

James R. Thompson Center

2nd Floor Training Center

Chicago, Illinois

The **Voice Order Training** will include instructions on completing a Telecommunications Service Request (TSR) and will also provide guidance on using the Management of Network Income Expense Services (MONIES) system to check the status of voice orders and bills.

Additionally, each session will review the following content:

- Voice order processing structure and contacts
- Detailed listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- MONIES orders module
- Telephone units
- Feature packages
- Voice repair structure and contacts
- After-hours reporting of voice repairs
- Voice Repair Ticket System (VOTS)
- MONIES inventory module as it relates to equipment maintenance records and the types of equipment maintenance records
- MONIES billing module as it relates to equipment maintenance billing

Please note that all registrants must enroll one week before their selected class by contacting Ellen Moss at (217) 782-9505 or by e-mail at ellen_moss@cms.state.il.us. Registrants must also have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If registrants need to establish a RACF ID, they should contact their agency data processing coordinator. If registrants need to establish a MONIES password or need assistance with connectivity, they should contact Dana Funk, MONIES administrator, at (217) 785-1930, two weeks in advance of the selected class.